NHDOT – Scope of Work Request
Xerox Back Office Transition and Data Migration Support
Draft 12-18-14

Overview

Xerox's current contract with the New Hampshire DOT (NHDOT) to provide E-ZPass and Violations Processing back office services is due to expire in September 2016. Due to the limitation of this contract term, and no option to extend the term, the NHDOT will be issuing an RFP to re-procure new E-ZPass and Violations Processing back office services. In the event a different back office provider (New Vendor) other than Xerox is selected, it will be necessary to transition the back office services from the current Xerox Vector 4 back office to the New Vendor's back office. The intent of this scope of work is to secure the necessary support and resources from Xerox to facilitate such transition as needed.

Scope of Work

The following scope of work outlines the various tasks and efforts expected of Xerox to facilitate the migration of services and data from the current Vector 4 back office to the New Vendor's back office.

Project Management and Oversight

Xerox shall provide all necessary project management and oversight efforts required to successfully support the transition and data migration from Xerox's Vector 4 back office to the new NHDOT back office. At a minimum the following shall be provided by Xerox:

- Designated Project Manager – The Project Manager (PM) shall serve as the overall coordinator of this SOW on behalf of Xerox. Serve as the primary contact between the NHDOT and Xerox. Manage all Xerox resources required to support the efforts under this SOW. Coordinate efforts under this SOW while ensuring unimpeded operations of the current back office operations.
- Designated Data Migration Manager – The Data Migration Manager (DMM) shall serve as the primary coordinator of all data migration efforts under this SOW. The DMM shall be specifically experienced in data migration and have performed similar data migration efforts. The DMM shall have complete access to the necessary Xerox resources to complete the work under this SOW. The DMM shall be available for all required teleconferences and meetings throughout the term of this SOW. The PM and DMM roles may be filled by the same designated individual.
- Weekly Coordination & Status Meetings (Xerox, NHDOT and New Vendor)
- Weekly Reporting & Status Meetings (Xerox & NHDOT). Risk Management to be included.
- Initial Transition & Data Migration Schedule (in MS Project). This will be provided and coordinated with the New Vendor's schedule.
- Risk Management – Risk Identification, Assessment and Mitigation Strategy.

- Quality Assurance & Quality Control (QA/QC)

Transition Planning & Collaboration

Xerox shall provide all necessary planning and coordination support to successfully assist in the transition from current Xerox back office operations and services to the New Vendor, including data migration and collaboration with the New Vendor, the NHDOT and the E-ZPass Group. At a minimum Xerox shall provide the following:

- Transition Plan – Development of an overall Transition Plan documenting Xerox's anticipated efforts, dependencies and external resource needs such as those from the NHDOT and the New Vendor. This plan shall be submitted to the NHDOT for review and comment within 30 calendar days of Notice to Proceed.

- Transition Communications Plan – As a component of the overall Transition Plan, Xerox shall develop a Transition Communications Plan which outlines communication during the transition period with impacted stakeholders (i.e. transition team, operations staff, finance staff, other IAG agencies, etc.). This plan shall be submitted to the NHDOT for review and comment within 30 calendar days of Notice to Proceed.

- Data Migration Plan – Development of a Data Migration Plan as it relates to Xerox's required efforts and expectation of external resources such as those from NHDOT and the New Vendor to assist in the data migration. This plan shall be submitted to the NHDOT for review and comment within 30 calendar days of Notice to Proceed.

- ICD Document – draft is provided with the SOW and Pricing of this change order

- New Vendor Collaboration – Xerox shall support all coordination efforts related to data migration and work directly with the New Vendor, the NHDOT and its representatives in planning, executing, testing and validating all the data migration efforts. Two (2) meetings are assumed onsite, if needed, and other meeting will be held remotely. In addition to the data migration, Xerox shall also work with the New Vendor to support the transition of operations and services from the Xerox Vector 4 back office to the New Vendor's back office.

Testing & Validation

Xerox shall support all testing & validation efforts related to the migration of all NHDOT E-ZPass, Violations Processing and Customer data from the Xerox Vector 4 back office to the New Vendor's back office. Xerox, working with the New Vendor shall validate and certify, throughout the data migration process, that all data has been successfully migrated to the new back office. At a minimum Xerox shall provide the following:

- Data Migration Scripts – Scripts specific to Xerox's data migration validation and QA/QC that all data has been successfully extracted and transmitted to the New Vendor. Specify what is and is not being migrated.
- New Vendor Collaboration – Work directly with the New Vendor in developing data migration testing and validation plans. The primary responsibility will be in providing support to the New Vendor for the development of the data migration test plans and scripts. Xerox shall review these plans and work with the New Vendor to modify or expand them as necessary in order to fully complete and validate the data migration efforts.
- Full extract to the new application "staging database" and then do incremental extracts/updates to capture those "deltas" until the final Cutover date. The staging database would need to be kept in synch during the time between initial load and final cutover.
- Toll and Financial will be individual extract, and range by fiscal period (Transaction date). Should be 3 Fiscal years (July 1, 2012) to current, including violations.
- Credit-card data need to continue to be encrypted while on disk. Different encryptions keys can be used and provided to NHDOT
- Include all existing ICDs
- E-ZPass Group Collaboration – Xerox shall provide any necessary coordination with the E-ZPass Group to facilitate the transition of back office services and operations from the Xerox Vector 4 back office to the New Vendor back office.
- The validation process shall include Turnpikes for QA and sign-off.
- Migration include 3 dry runs (not to exceed)
- Provide metrics for each dry run and all extracts.
- CSR and system notes will be migrated
- Remote Support of Parallel testing is included (no more than 30 calendar days) and includes support for cutover at Go Live
- Any change to the current approved ICD (attached) will impact the estimation
- NHDOT Website certification to be obtained by new vendor.
- Xerox assumes the following will be included in the migration: tolls and financials for the past 3 years. All active customer accounts will be migrated in this effort.
- Xerox requires 6 months to perform this migration work from NTP to Cutover. Testing & migration to coincide with remaining months on current Xerox back office contract.
- Xerox will extract the violations (All open invoices/violations back to May 1, 2006).
- Xerox will extract all closed invoice and violation details per the retention rules
- A CTL file will be provided along with the extract file(s) that will provide the new vendor with the statistics in the extract file.
- Images will be put on the drop box for migration

- Xerox has included cost for 4TB of additional storage required to move/validate the data being exported

Xerox Documentation Submittal, Review & Approval Process

For each deliverable identified in Table 1 below NHDOT will provide one initial round of review comments. Xerox shall address these comments, update the document/deliverable accordingly and resubmit for final review and approval by NHDOT. In the event there is the need for any comment resolution (i.e. clarification, discussion or consensus) between Xerox and NHDOT this shall be conducted in a single review meeting.

NHDOT will provide review and comments with 10 business days of receipt of the document/deliverable.

Any required review meeting shall be scheduled within 5 business days of Xerox's receipt of the NHDOT's initial comments. The review meeting shall be conducted no later than 10 business days after receipt of the NHDOT's comments.

Xerox shall resubmit a final document/deliverable in Word/Excel formats within 10 business days of the corresponding review meeting. NHDOT will review the final submittal for completeness and approval. In the event the NHDOT feels the document/deliverable has not been satisfactorily completed it will reject the submittal and notify Xerox to resubmit correctly.

Any failure to submit documents in accordance with the approved schedule and the submittal terms defined above shall not alleviate Xerox of its obligation to support the data migration efforts and compliance with the approved schedule.